

**WAC 480-92-090 Site operator responsibility for complaints and disputes.** (1) If a site operator receives complaints or disputes regarding its operations, it must:

- (a) Acknowledge the complaint;
- (b) Investigate promptly;
- (c) Report the results of the investigation to the complainant;
- (d) Take corrective action, if warranted, as soon as appropriate under the circumstances;
- (e) Tell the complainant the decision may be appealed to a higher level representative of the company, if any;
- (f) Tell the complainant, if still dissatisfied after speaking with the higher level representative, of the commission's availability to review the complaint; and
- (g) Provide the complainant with the commission's address and toll-free telephone number.

(2) Complainants may file with the commission:

- (a) An informal complaint against a site operator as set forth in WAC 480-07-910; and/or
- (b) A formal complaint against a site operator as set forth in RCW 81.108.080 and chapter 480-07 WAC.

(3) When commission staff refers an informal complaint to a site operator, the operator must:

- (a) Investigate and respond to commission staff within two working days. Commission staff may grant an extension of time for responding to the complaint, if requested, and warranted; and
- (b) Report regularly to commission staff about progress toward the solution and the final result.

(4) A site operator must keep a record of all complaints concerning service or rates for at least one year and, on request, make them readily available for commission review. The record must contain:

- (a) The complainant's name and address;
- (b) The date and nature of the complaint;
- (c) The action taken; and
- (d) The final result.

[Statutory Authority: RCW 80.01.040 and 80.04.160. WSR 03-24-028 (General Order R-510, Docket No. A-010648), § 480-92-090, filed 11/24/03, effective 1/1/04. Statutory Authority: RCW 80.01.040. WSR 99-05-016 (Order R-458, Docket No. UR-980080), § 480-92-090, filed 2/5/99, effective 3/8/99. Statutory Authority: RCW 80.01.040 and 1991 c 272. WSR 92-03-050 (Order R-366, Docket No. T-910676), § 480-92-090, filed 1/10/92, effective 2/10/92.]